



# WHI Pharmacy Plan Overview



Walgreens Health Initiatives (WHI) is the administrator of the County’s pharmacy plans. All eligible employees and their dependents enrolled in a CIGNA medical plan (except for the CIGNA Choice Fund Health Savings Account plan) are covered under a WHI pharmacy benefit plan. You have two WHI pharmacy plans from which to choose:

- **Co-Insurance Plan**

A multi-tiered plan in which different co-insurance (percentage of the cost) is charged (unless the applicable minimum or maximum copay threshold is met) based on the drug classification. The plan covers generic, preferred brand name and non-preferred name brand medication and uses a preferred medication list.

- **Consumer Choice Plan**

A multi-level plan with funding from Maricopa County. If all County funding is used, an equal amount is funded by the employee. If these funds are used, then medications are covered at 80% with a 20% co-insurance. County funds left on account carry over to the next plan year if enrollment in the plan is continued.

Both pharmacy plans require maintenance medications to be filled in 90-day quantities after two 30-day fills at a retail pharmacy. 90-day fills are available through Walgreens retail pharmacies and through Walgreens Mail Service.

### Retail Pharmacy

The retail network of pharmacies is available for prescriptions you need right away or for the first two fills of maintenance medication. You may obtain up to a **30-day supply** of medication. You have more than 62,000 retail pharmacies to choose from nationwide including Walgreens, Albertson’s, Sam’s Club, Target, Fry’s, Safeway and Wal-Mart, to name just a few. To locate the nearest retail pharmacy, access the [www.mywhi.com](http://www.mywhi.com) Web site or call WHI’s Member Services at 800-207-2568.

### Walgreens Mail Service

When you need maintenance medication you may order up to a **90-day supply** of medication through the Walgreens Mail Service facility. Ask your physician for a new prescription that will allow you to obtain up to a 90-day supply of medication at one time. Medication ordered through mail service may be delivered to any address you choose such as home, work or even a local Walgreens pharmacy.

### Walgreens90

A **90-day supply** of maintenance medication may also be purchased at Walgreens retail pharmacies.

### Prescription ID Card

Present your prescription ID card every time you have a prescription filled. Your group number is 512229. The employee’s and all covered dependent’s names and person codes are displayed on the ID card. If you have not received your ID card or you don’t have it with you, the pharmacy can fill your prescription with the information displayed on the ID card sample along with the member’s name, ID number, person code, and date of birth. Your ID number is your county employee ID number (starting with 81). The person code for the employee is always 00. For questions about your prescription drug benefit, call WHI’s Member Services at 800-207-2568.





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## Questions & Answers

### **Q. What should I do if I want to begin using the Walgreens Mail Service?**

- A.** New members should receive a packet containing their new WHI prescription ID cards. The packet also contains a mail order registration form. Complete the form and send it to Walgreens Mail Service along with a prescription written for at least a 90-day supply. You can find a Walgreens Mail Service Frequently Asked Questions flier and other related information online at: <http://ebc.maricopa.gov/ehi> or at <http://www.maricopa.gov/benefits> under the “pharmacy” tab.

### **Q. What do I do if the pharmacy says I’m not eligible when I request my prescription be filled?**

- A.** If the prescription doesn’t process for any reason, you should call WHI’s Member Services at 800-207-2568. If there is an eligibility issue, you will be referred to the Maricopa County Employee Benefits Division at 602-506-1010. Benefit analysts are available 8 AM – 5 PM, Monday – Friday, to assist you. If your eligibility issue cannot be resolved immediately and you need the medication right away, you should pay for it and then request reimbursement by completing a Direct Member Reimbursement Form available from the Maricopa County Employee Benefits Division.

### **Q. How do I request additional ID cards?**

- A.** Call WHI’s Member Services at 800-207-2568 to request additional ID cards. If you need more than two additional ID cards, please advise the member services representative at the time of your request.

### **Q. How do I coordinate a Clinical Prior Authorization?**

- A.** Clinical Prior Authorizations can be initiated by contacting WHI’s Clinical Prior Authorization department at 877-665-6609. Either you or the prescribing physician may call. Please have the information listed below available when initiating your request for prior authorization:

- Name of Your Medication
- Prescribing Physician’s Name
- Prescribing Physician’s Fax Number, if available
- WHI Member ID Number (from your WHI ID card)
- Maricopa County Group Number: **512229**